

Montana Department of  
Public Health & Human Services

Section:

**Serving the Family**

**CHILD CARE**

Subject:

**Resources for CCR&R Eligibility Specialists**

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| <b>Child Care Unit - Early Childhood Services Bureau</b> |                      |   |
|--|----------------------|---|
| Bureau Chief   | 444-1828             | DPHHS – ECSB<br><u>111 N Jackson</u><br><u>PO Box 202925</u><br><u>Helena, MT 59620-2925</u><br><br>Fax: 444-2547 |
| Child Care Unit Supervisor                               | 444-0309             |   |
| CCUBS Program Specialist                                 | 444-1839             |   |
| Fiscal Officer   | 444-2803             |   |
| CCR&R & Policy Program Specialist                        | 444-3657             |   |
| Child Care Contract Specialist                           | 444-5925             |   |
| LUP & ECSB Program Coordinator                           | 444-9120             |   |
| Best Beginnings Program Specialist                       | 444-1400             |   |
| HCSD Receptionist  | 444-1788             | MSU-Billings<br>Montana Center #132<br>1500 North University Dr<br>Billings, MT 59101-0298<br>Fax: 657-2055       |
| Best Beginnings Program Officer                          | 657-2067<br>670-8265 |   |

| <b>ECSB Contractors</b>                            |                            |  |
|--|----------------------------|--|
| MCCR&R Network Office<br>MCCR&R Executive Director | 443-4551                   | MCCR&R Network<br>901 N Benton<br>Helena, MT 59601<br>FAX: 443-4560  |
| Statewide Inclusion Coordinator                    | 1-800-235-4122<br>243-6300 | Child Care Plus+<br>634 Eddy Ave.<br>Missoula, MT 59812<br>Fax: 243-4730<br><a href="http://www.ruralinstitute.umt.edu">www.ruralinstitute.umt.edu</a> |

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| <b>Child Care Licensing Program</b>         |          |   |
|---|----------|---|
| Child Care Licensing Supervisor             | 444-1510 | BOI Building, 2 <sup>nd</sup> Floor<br>2401 Colonial Dr.<br>PO Box 202953<br>Helena, MT 59620-2953<br><br>FAX: 444-1742 |
| Child Care Licensing Program Assistant      | 444-2012 |   |
| Child Care Licensing Administrative Support | 444-9460 |   |

| <b>Computer &amp; Equipment Related Contacts</b>                            |  |   |   |
|---|--|---|---|
| <b>Northrop Grumman<br/>Help Desk</b><br>(CCUBS, CAPS)                      | <a href="mailto:HHSNGCHelpDesk@mt.gov">HHSNGCHelpDesk@mt.gov</a> | (800) 285-2361<br>444-4125  | BOI Building, 1st Floor<br>2401 Colonial Drive<br>Helena, MT 59601<br>Fax: 449-3981 |
| <b>DPHHS Technology<br/>Services Help Desk</b><br>(Passwords, connectivity) | <a href="mailto:dphhstech@mt.gov">dphhstech@mt.gov</a>           | 444-9500  | <a href="http://www.dphhs.mt.gov/tsc/">www.dphhs.mt.gov/tsc/</a>                    |
| <b>Information Technology Services Policies</b>                             |  | <a href="http://www.mt.gov/itsd/policy/enterprise.asp">http://www.mt.gov/itsd/policy/enterprise.asp</a> |   |
| DPHHS Technology Services   |  | 444-1670  | PO Box 4210<br>Helena, MT 59604<br>Fax: 444-7358                                    |
| DPHHS Equipment Surplus Manager   |  | 444-0518  | Cogswell A-112<br>1400 Broadway<br>PO Box 4210<br>Helena, MT 59604<br>Fax: 444-2547 |

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### State Payment Contacts

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|--|----------|--|
| DPHHS Fiscal Tech - AWACS, W-9s, Direct Deposit  | 444-5932 | DPHHS Fiscal<br>111 North Sanders<br>Rooms 105 and 108<br>PO Box 4210<br>Helena, MT 59604<br>Fax: 444-9763 |
| DPHHS Fiscal – Accounts Receivable               | 444-4061 |  |
| <b>Tax Offset Collections</b> : Customer Service | 444-6900 | Department of Revenue<br>PO Box 5805<br>Helena, MT 59604-5805<br>Fax: 444-1505                             |

### Other Resources

|   |   |
|---|---|
| <b>Child Abuse and Neglect</b>  | <b>1-866-820-KIDS (5437)</b><br>If the child is in immediate danger, call 911 or the local law enforcement agency.  |
| <b>Child Support Enforcement Central Office</b>                                   | (406) 444-9855<br>1-800-346-KIDS (In Montana)<br>(406) 444-1370 FAX<br><a href="http://www.dphhs.mt.gov/about_us/divisions/child_support_enforcement/child_support_enforcement.htm">http://www.dphhs.mt.gov/about_us/divisions/child_support_enforcement/child_support_enforcement.htm</a><br><br>Payment Information:<br><a href="https://app.www.mt.gov/csed/index.html">https://app.www.mt.gov/csed/index.html</a> |
| <b>DPHHS Child Care Resource Directory on the Virtual Human Services Pavilion</b> | <a href="http://vhsp.dphhs.mt.gov/dph_r2.htm">http://vhsp.dphhs.mt.gov/dph_r2.htm</a>   |

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### Other Resources

**DPHHS Fair Hearing Office**

DPHHS Fair Hearing Officer  
P.O. Box 202953  
Helena, MT 59620-2953  
(406) 444-2470 Office  
(406) 444-3980 FAX

**Internal Revenue Service Forms & Publications**

<http://www.irs.gov/formspubs/index.html>

**Montana Community Development  
Corporation**

<http://mtcdc.org>  
(406) 728-9234

**Montana Early Childhood Project**

<http://www.montana.edu/ecp/>  
1-800-213-6310

**Telephone Directories on the Web (USA)**

<http://www.infobel.com/teldir/teldir.asp?page=/eng/namc/us>

**Travel Policies for Contractors & Employees**

<http://www.mt.gov/doa/travel/index.htm>

**US Postal Service Zip Code Lookup**

<http://www.usps.com/zip4/>

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| <b>Accounts Receivable</b>                          | <p>If a parent or provider has an overpayment and a repayment is needed, an account must be established at DPHHS Accounts Receivable. Repayments are credited to the account on CCUBS and forwarded on to DPHHS accounts receivable.</p> <p><i>Note: If a provider overpayment can be adjusted on a subsequent invoice and there is no need to make a payment directly to DPHHS, there is no need to set up an account with DPHHS Accounts Receivable.</i></p> <p><b>E-mail AR-110 form and mail payments to DPHHS Fiscal-Accounts Receivable.</b></p>   |
| <b>Address Change: CCR&amp;R</b>                    | <p>CCR&amp;R address and contact information is published in several locations throughout the DPHHS Human and Community Services Division. The new address will be forwarded to the following entities/locations:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CCDF State Plan</li> <li><input type="checkbox"/> CCR&amp;R Address List w/Map – ECSB</li> <li><input type="checkbox"/> CCUBS (each CCR&amp;R staff member’s address)</li> <li><input type="checkbox"/> Child and Adult Care Food Program - ECSB</li> <li><input type="checkbox"/> Child Care Interested Person’s list, for rule changes etc. - ECSB</li> <li><input type="checkbox"/> Child Care Licensing Bureau Central Office - QAD</li> <li><input type="checkbox"/> Child Care Scholarships Brochure – ECSB</li> <li><input type="checkbox"/> DPHHS Web Pages</li> <li><input type="checkbox"/> Mailing Labels - ECSB</li> <li><input type="checkbox"/> Public Assistance Bureau referral form- HCSD</li> <li><input type="checkbox"/> Virtual Human Services Pavilion (via CCUBS)</li> </ul> <p><b>E-mail ECSB Program Coordinator.</b></p> |
| <b>Address Change: Licensed/Registered Provider</b> | <p>Child care providers must change their address information through their DPHHS QAD Licensors. This may involve a change in physical address, mailing address and/or AWACS (payment) address. If the provider’s AWACS information is incorrect, there will be a significant delay in receiving payments. The warrant will eventually be returned to sender: DPHHS Fiscal in Helena. The payment may be mailed again, after the correct address is identified.</p>  |

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|   | <p>The QAD Child Care Licensing Program provides a form for the purpose of reporting provider address updates. CCR&amp;Rs may find it useful to have this form available in their agency.</p> <p><b>Contact Child Care Licensing Program Assistant.</b></p>   |
| <b>Address Change:<br/>LUP</b>              | <p>Child care providers must change their address information through their CCR&amp;R. This may involve a change in physical address, mailing address and/or AWACS (payment) address. If the AWACS information is incorrect, providers will experience a significant delay in receiving payments. The warrant will eventually be returned to sender, DPHHS Fiscal in Helena. Fiscal may mail the payment, after the correct address is identified.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Verify the AWACS address attachment.</li> <li><input type="checkbox"/> Verify the AWACS address.</li> </ul>  |
| <b>CCR&amp;R Contract<br/>Monitors</b>      | <p><b>Contact CCR&amp;R &amp; Policy Program Specialist.</b></p>  |
| <b>Computer Access:<br/>Deleting Access</b> | <p>Removing System Access:</p> <ol style="list-style-type: none"> <li>1. Use <u>NON-DPHHS EMPLOYEE SYSTEM/FILE ACCESS DELETE REQUEST Form, DPHHS-OM-300D (2/08)</u>. The CCR&amp;R supervisor signs this form.</li> <li>2. Request that the State delete the user's logon ID and remove access to each State system the employee had access to, e.g. CCUBS, CAPS</li> <li>3. Send the access request form to ECSB CCUBS Program Coordinator.</li> </ol> <p><b>NOTE: Remove the employee's access immediately upon termination.</b> DPHHS policy does not allow an employee's access to remain open while a replacement is hired. The terminating employee's C# must be suspended immediately.</p> <p><b>Fax system access request form to ECSB Program Coordinator.</b></p> |

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| <p><b>Computer Access:<br/>Requesting or<br/>Changing Access</b></p>                       | <p>System Access for a New Eligibility Specialist:</p> <ol style="list-style-type: none"> <li>1. Use the <u>NON-DPHHS EMPLOYEE SYSTEM/FILE ACCESS REQUEST form, DPHHS-OM-300B (2/08)</u>. CCR&amp;Rs may want to initiate the access request during the hiring process. The CCR&amp;R supervisor signs this form.</li> <li>2. Include the employee's work address, telephone number, and e-mail address.</li> <li>3. Request to create a logon ID, unless they already have a logon ID or 'c#'.</li> <li>4. In the second box, request system access according to the employee's duties and role on CCUBS: <ul style="list-style-type: none"> <li><input type="checkbox"/> CCUBS (according to the employees roles)</li> <li><input type="checkbox"/> TEAMS TAFS screen</li> <li><input type="checkbox"/> CAPS</li> </ul> </li> <li>5. Justification: e.g. New CCR&amp;R Eligibility Specialist</li> <li>6. Employee signs under the confidentiality statement.</li> <li>7. CCR&amp;R supervisor signs on "Signature of Supervisor" line.</li> </ol> <p><b>Fax system access request form to ECSB CCUBS Program Specialist.</b></p> <p>NOTE: CDS access is managed through local HRDCs. Submit a separate access form to the HRDC system administrator for CDS access.</p> <p>System access requests require approval from each program system.</p> |
| <p><b>Computer Help:<br/>NACCRRAware</b></p>   | <p>The Montana Child Care Resource and Referral Network manages the NACCRRAware referral system. All NACCRRAware questions are directed to the MCCR&amp;R Network office.</p> <p><b>Contact MT CCR&amp;R Network NACCRAware Specialist.</b></p>   |
| <p><b>Computer Help:<br/>Passwords,<br/>Connecting to State<br/>Systems, Hardware,</b></p> | <p>The DPHHS Technology Services Center (TSC) is open from 7:00 a.m. to 5:00 p.m., Monday through Friday (excluding holidays). We provide quality computer support to the Department by serving of employees, other state agencies, contractors, vendors and internet users in a timely manner.</p>   |



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| <b>&amp; Software</b>  | <p>Contact the DPHHS TSC with questions about installing or connecting to State systems:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Passwords</li> <li><input type="checkbox"/> Logon issues</li> <li><input type="checkbox"/> CCUBS installation and connectivity issues</li> <li><input type="checkbox"/> CCUBS Provider Payment Interface (CPPI) connectivity issues</li> <li><input type="checkbox"/> CAPS &amp; TEAMS Mainframe/Extra installation and connectivity issues</li> <li><input type="checkbox"/> NACCRRAware connectivity issues</li> <li><input type="checkbox"/> Virtual Human Services Pavilion connectivity issues</li> <li><input type="checkbox"/> State network connectivity issues (SummitNet &amp; Citrix Metaframe)</li> <li><input type="checkbox"/> State hardware and software applications (Word, Excel, Outlook, etc.)</li> </ul> <p>The Call Process</p> <p>When you call the Technology Services Center (TSC), the first available technician will take your call and ask for your login id. If this is the first time you have contacted TSC, we will ask for additional information in order to create your user profile in our tracking software. If you are calling on a previous problem, please have your ticket number available when you contact us.</p> <p>The type of questions we ask are listed below:</p> <ol style="list-style-type: none"> <li>1) Your Login ID</li> <li>2) Your Name</li> <li>3) Your Phone #</li> <li>4) Your CCR&amp;R Name and Location</li> <li>5) Your Pams # and Serial # (State hardware problems)</li> <li>6) Version of Windows (98, XT, . . .)</li> <li>7) Name of State server attached to (HHS_XXX_XXX)</li> </ol> <p><b>Contact the DPHHS Technology Services Center.</b></p> |
| <b>Computer Help:<br/>Within CCUBS,<br/>CAPS &amp; TEAMS</b> | <p>The Northrop Grumman Help Desk is available from 7:30 a.m. to 5:30 p.m., Monday through Friday, except holidays. The Northrop Grumman Help Desk will assist users and troubleshoot problems. Please have your c# available when you call.</p> <p><b>Contact the Northrop Grumman Help Desk.</b></p>  |

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**Computer:  
Security**

*By Lynne Pizzini, Information Security Manager  
Information Services Division, Department of Administration*

The following are some do's and mostly don'ts in relation to using electronic mail. These tips may help in alleviating unwanted email and computer viruses.

- ❑ Do not open email messages or attachments from unknown sources.
- ❑ Do not open email with a subject that looks suspicious such as "Joke" or "ILOVEYOU".
- ❑ Turn the preview pane off in the inbox for Outlook. This can alleviate some viruses from spreading via Outlook.
- ❑ Do not pass along chain letters, virus hoax messages, or other virus reports. Messages such as this on State e-mail should be forwarded to the "Virus Reports" [Outlook] or [VirusReports@mt.gov](mailto:VirusReports@mt.gov) in email. They will then be determined whether they are legitimate and whether a full-scale warning should be distributed.
- ❑ Do not send a message to everyone in the address list. This can create too much data network traffic on the computer system and cause it to slow down, or fail.
- ❑ Do not respond or reply to any spam (unsolicited commercial email). Please forward any messages on State e-mail such as this to the "Virus Reports" [Outlook] or [VirusReports@mt.gov](mailto:VirusReports@mt.gov) recipient and an attempt will be made to remove you from any mailing lists. You can also filter out messages such as this using Outlook's junk mail feature.
- ❑ Do not access personal email accounts from the State's computer network. The messages contained in these accounts are generally not scanned for viruses and could cause a virus to come into the State's computer system.
- ❑ Do report any suspicious e-mail on the State system to DPHHS Technology Services Center [Outlook] or [dphhstech@mt.gov](mailto:dphhstech@mt.gov) or call 444-9500.

**Policies for use of State and DPHHS computer systems are available at the following web site: <http://www.mt.gov/itsd/policy/enterprise.asp>**

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| <b>Conference Calls</b>                 | <p>The Early Childhood Services Bureau hosts a monthly conference call for CCR&amp;R management and staff. Generally, conference calls are scheduled on the second Wednesday of each month. Before the call, participants will receive a telephone number to call, a password, and an agenda via e-mail. Callers may dial in no sooner than 9:28 a.m. Participants are invited to e-mail suggested agenda items the week prior to the conference call. Conference calls begin at 9:28 a.m., and may last up to two hours.</p> <p><b>E-mail ECSB CCR&amp;R &amp; Policy Program Specialist.</b></p> |
| <b>Eligibility Policy</b>               | <p>CCR&amp;R Eligibility Specialists consult their child care manual and work with their supervisor and director. Policy questions Eligibility policy questions and suggestions for the child care manual.</p> <p><b>E-mail ECSB CCR&amp;R &amp; Policy Program Specialist.</b></p>  |
| <b>E-mail List: HHS CCFAMILY</b>        | <p>CCR&amp;R eligibility staff members are added to the “HHS CCFAMILY” e-mail distribution list. If you find that an eligibility related coworker is not on the list, please report it.</p> <p><b>E-mail ECSB CCUBS Program Specialist</b></p>   |
| <b>Employee Name Change</b>             | <p>CCR&amp;R employee records will be updated:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> CCUBS</li> <li><input type="checkbox"/> ECSB records</li> <li><input type="checkbox"/> State E-mail List Serv’s</li> <li><input type="checkbox"/> System access records</li> </ul> <p><b>E-mail the employee’s new name to ECSB CCUBS Program Specialist.</b></p>   |
| <b>Equipment: Disposal of Equipment</b> | <p>Code of Federal Regulations - Part 3015<br/>Uniform Federal Assistance Regulations<br/>Subpart R -- Property</p>  |

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| <p><b>Purchased under ECSB Contract</b></p>     | <p>3015.168 Disposal of Equipment.</p> <p>When original or replacement equipment is no longer to be used in projects or programs currently or previously sponsored by the Federal government, disposal of the equipment shall be made as follows:</p> <p>(a) Equipment with a unit acquisition cost of less than <b>\$5,000</b> may be sold, retained or otherwise disposed of with no further obligation to the Federal Government.</p> <p>(b) All other equipment may be retained or sold. The Federal Government shall have a right to an amount calculated by multiplying the current market value or proceeds from sale by the Federal share of the equipment (see 3015.172). If part of the federal share of the equipment came from an award under which the exemptions in 3015.164) were applicable, the amount due shall be reduced pro rata. In any case, if the equipment is sold, \$100 or 10 percent of the total sales proceeds, whichever is greater, may be deducted and retained from the amount otherwise due for selling and handling expenses. If the recipient's project or program for which or under which the equipment was acquired is still receiving grant support from the same Federal Program and if the awarding agency approves, the net amount due may be used for allowable costs of that project or program. Otherwise, the net amount must be returned to the awarding agency by check or money order.</p> <p>Note: Data must be cleaned from computer equipment used for State or CCR&amp;R purposes before disposal. DPHHS policy suggests that formatting the hard disk(s) is an effective method to ensure information is removed from the system.</p> <p>Contact <a href="mailto:HHSCCUBSPayments@mt.gov">HHSCCUBSPayments@mt.gov</a></p> |
| <p><b>Equipment: State Surplus Property</b></p> | <p>State surplus property, which is identified by a metallic inventory tag, must be returned to Helena, Cogswell A-112, next to the ECSB:</p> <p>Note: Data must be cleaned from computer equipment used for State or CCR&amp;R purposes. DPHHS surplus property procedures include formatting the hard disk(s) as an effective method to ensure information is removed from the system.</p> <p>Contact DPHHS Equipment Surplus Manager.</p>   |

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| <b>Forms</b>                                  | <p>Please refer to section 6-10 for a list of eligibility related forms and ordering information. If ECSB forms are out-of-stock</p> <p><b>Contact ECSB Program Coordinator for ECSB forms.</b><br/> <b>Contact Child Care Licensing Program Assistant when ordering QAD Licensing forms.</b><br/> <b>The IRS web site has an electronic version of the W-9 form.</b></p>   |
| <b>IRS W-9 Updates &amp; IRS 1099 Reports</b> | <p>Individuals and businesses receiving child care payments must submit an IRS W-9 form to the DPHHS Fiscal Bureau for Agency Wide Accounting Client System (AWACS) payment processing. Generally, IRS W-9 forms are forwarded to DPHHS Fiscal through the Child Care Licensors or the CCR&amp;R. Put the CCUBS Provider 'Person' or 'Organization' number on the IRS W-9 form. The IRS W-9 address information must be kept up-to-date in AWACS to avoid payment delays.</p> <p>NOTE: The tax ID number and the name indicated on the W-9 must match IRS records. If an individual, Jane Doe, is doing business under her personal social security number, she must list her personal name, not a pseudo business name, such as "Jumpin' Jane's Day Care," on the W-9 form. Payments are issued in the name listed. If there is no business account or business tax ID number, a bank may not cash the payment.</p> <p>Providers, who receive \$600.00 or more in child care subsidies and other payments during the calendar year, should receive a 1099 tax statement from the State of Montana. The deadline for mailing 1099s is January 31st. The State reports 1099 information to the United States Internal Revenue Service.</p> <p>Legally Unregistered In-home (LUI) payments should not generate a 1099. LUI payments are issued directly to the parent who employs the LUI. CCR&amp;Rs should mark the W-9 "Head of Household".</p> <p>If a provider's IRS 1099 does not arrive in the mail, or the 1099 appears to report the wrong amount, the child care provider may contact the DPHHS Fiscal Bureau with the following information:</p> |

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|  | <ul style="list-style-type: none"> <li><input type="checkbox"/> Name</li> <li><input type="checkbox"/> Telephone number</li> <li><input type="checkbox"/> Tax Identification Number (SSN or EIN)</li> <li><input type="checkbox"/> Current address</li> <li><input type="checkbox"/> A new IRS W-9 is required, if updating payment records</li> <li><input type="checkbox"/> Provider's Organization number (OG#) or Person number (PS#)</li> </ul> <p><b>Contact DPHHS Fiscal Tech.</b></p>   |
| <b>Legally Unregistered Providers</b>          | <p>LUP background check and LUP approval status.</p> <p><b>Contact LUP Program Coordinator.</b></p>   |
| <b>Payment: Amounts Withheld from Warrants</b> | <p>If there is a delay in returning a warrant number back to CCUBS, the tax offset system may be withholding part of the payment. Providers and parents may contact the Department of Revenue Bad Debt tax offset system. Call with the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Name</li> <li><input type="checkbox"/> Tax Identification Number (SSN or EIN)</li> <li><input type="checkbox"/> Warrant number&amp; amount</li> <li><input type="checkbox"/> Any relevant details</li> </ul> <p><b>Contact Tax Offset office at 444-2527.</b></p>  |
| <b>Payment: Direct Deposit</b>                 | <p>Direct Deposit service for payments to providers from the CCUBS system is available. Here's how to arrange Direct Deposit:</p> <ol style="list-style-type: none"> <li>1. At the bank, complete a 'Direct Deposit Sign-Up Form.' Include the CCUBS Provider 'Organization' (OG12345) number or Provider 'Person' (PS123456) number near the top of the Direct Deposit form. <i>The Provider (PV12345) number will suffice, if the Organization or Person number is not available.</i></li> <li>2. Complete the 'Payee' (1) and 'Government Agency' (2) portions of the form using the DPHHS Fiscal Bureau address listed below.</li> <li>3. The bank provides the 'Financial Institution' (3) information. Providers</li> </ol> |

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may want to have a deposit ticket available for this purpose.

4. Mail the completed Direct Deposit form to:

DPHHS Fiscal – AWACS

111 North Sanders

PO Box 4210

Helena, MT 59604-4210

- ☐ After direct deposit arrangements are made, the first payment will still come in the mail. This allows DPHHS and the bank to test the direct deposit arrangement without jeopardizing delivery of the payment.
- ☐ Each Direct Deposit requires 2 business days from the date the invoice is processed for electronic fund transfer (EFT) processing. Direct Deposit is expected to be nearly as timely as payment by mail.
- ☐ The Department will mail a confirmation of each Direct Deposit transaction. This will have a “settlement date.” This is the date the EFT should be at your bank.
- ☐ If, after trying Direct Deposit, a provider wants to return to receiving payments by mail, contact the CCR&R to change the payment method and send a written request to DPHHS Fiscal - AWACS.

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| <b>Payment: Invoice Over 60 Days (Expired)</b> | Should an invoice become expired, please contact <a href="mailto:HHSCCUBSPayments@mt.gov">HHSCCUBSPayments@mt.gov</a> .  |
| <b>Payment: Stale Dated Warrants</b>           | Should an old, un-cashed warrant be found, please submit the following information. The Department of Administration will send an affidavit to the individual, so a replacement can be requested: <ul style="list-style-type: none"> <li><input type="checkbox"/> Warrant Number</li> <li><input type="checkbox"/> Warrant Amount</li> <li><input type="checkbox"/> Tax Identification Number (SSN or EIN)</li> <li><input type="checkbox"/> Case Number</li> <li><input type="checkbox"/> Provider Number</li> <li><input type="checkbox"/> Recipient's current address</li> <li><input type="checkbox"/> Recipient's telephone</li> </ul> Contact <a href="mailto:HHSCCUBSPayments@mt.gov">HHSCCUBSPayments@mt.gov</a>   |
| <b>Payment: Where is the Payment?</b>          | If CCUBS <u>does not display a warrant number</u> within two business days, the invoice may not be released from the invoice screen -or- the recipient's AWACS record may not be correctly attached to CCUBS: <ul style="list-style-type: none"> <li>⇒ Verify that the invoice screen has been released.</li> <li>⇒ Verify AWACS attachment, noting the 'AWACS ID', 'AWACS Address Code', and the optional 'EFT ID.'</li> <li><input type="checkbox"/> Registered &amp; Licensed providers are attached on the 'Organization Montana' screen. The AWACS attachment date is also indicated on the 'Organization' screen.</li> <li><input type="checkbox"/> LUPs are attached on the 'Person Montana' screen. The AWACS attachment date is also indicated on the 'Person' screen.</li> <li><input type="checkbox"/> If the invoice has been released, and processed, yet there is no warrant number, contact the CCUBS Help Desk.</li> </ul> If CCUBS <u>shows a warrant number</u> and the payment is not delivered in a reasonable time, the payment may be delayed in the mail: |



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|                       | <p>⇒ Check the invoice to determine if the payment was directed to the parent or to the provider.</p> <p>⇒ Verify AWACS attachment, noting the ‘AWACS ID’, ‘AWACS Address Code’, and the optional ‘EFT ID.’</p> <p>⇒ Verify the warrant address in AWACS – the address associated with the ‘AWACS Address Code’ in CCUBS.</p> <p>⇒ Also, verify addresses in CCUBS, however, the CCUBS address does not affect the payment address.</p> <p><b>All address changes must be confirmed by submitting a new IRS W-9:</b></p> <ul style="list-style-type: none"> <li>❑ <b>Registered/Licensed providers send their W-9 to the DPHHS Fiscal Office.</b></li> <li>❑ <b>LUPs send their W-9 to the DPHHS Fiscal Office.</b></li> </ul> <p>If a payment is lost and a provider requests a replacement warrant, the provider must agree in writing to return any duplicate payment to DPHHS Fiscal. DPHHS will verify the status of the missing warrant and send an agreement for the provider to sign, before issuing a replacement payment.</p> <p>If you are not able to resolve the payment issues noted above, include the following information:</p> <ul style="list-style-type: none"> <li>❑ Name</li> <li>❑ Tax Identification Number (SSN or EIN)</li> <li>❑ AWACS ID Number</li> <li>❑ CCUBS Case Number</li> <li>❑ CCUBS Provider Number</li> <li>❑ CCUBS Provider ‘Organization’ or Provider ‘Person’ Number</li> <li>❑ Warrant Number and Amount</li> <li>❑ Current mailing address</li> </ul> <p><b>Contact</b> <a href="mailto:HHSCCUBSPayments@mt.gov">HHSCCUBSPayments@mt.gov</a></p> |
| <b>Provider Lists</b> | Requests for lists of child care providers are referred to the DPHHS Quality Assurance Division Child Care Licensing Program. Solicitation from this list is prohibited, so QAD attaches a disclaimer regarding solicitation.  |

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|  | <b>Contact Child Care Licensing Program Assistant.</b>  |
| <b>Provider Star Rating</b>            | ECSB Best Beginnings Program Officer approves tiered reimbursement star ratings for providers on CCUBS. The provider's CCR&R is notified by e-mail. Contact ECSB Best Beginnings Program Officer.   |
| <b>Question &amp; Answer Procedure</b> | <p>Question and Answer Procedure:</p> <ol style="list-style-type: none"> <li>1. If the eligibility worker has a question, first attempt to look the information up in the manual.</li> <li>2. If the information cannot be determined by looking in the manual, then the worker should go to their supervisor for information.</li> <li>3. If the supervisor does not know the answer then a question should be submitted in writing (e-mail is fine) to the ECSB Policy Specialist. If the question in regard to a quality program, the question should be submitted to the ECSB Best Beginnings Program Officer. <ul style="list-style-type: none"> <li>➤ ECSB requests that each CCR&amp;R agency designate one person to be responsible for submitting policy questions to central office.</li> </ul> </li> <li>4. The ECSB will attempt to answer questions submitted in this manner immediately but CCR&amp;R agencies can expect to receive a response within two days unless the question requires "staffing the question by ECSB".</li> </ol> <p>CCR&amp;Rs should include the Child Care Unit Supervisor as a CC on your e-mail question. This will insure that there is another person to respond if the Policy Specialist is unavailable.</p> <p><b>E-mail CCR&amp;R &amp; Policy Program Specialist.</b></p> |
| <b>Special Needs Subsidy Rate</b>      | The Early Childhood Project contracts with Child Care plus+ The Center on Inclusion in Early Childhood to coordinate inclusion services. Families, providers, & CCR&R staff may contact the Statewide Inclusion Coordinator for   |

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|  | <p>guidance in serving children with special needs and evaluating the need for a special needs subsidy rate.</p> <p><b>Contact Statewide Inclusion Coordinator.</b></p>  |
| <b>Travel ID Card</b>                      | <p>DPHHS Human and Community services contractors may request 'non-employee' State business travel ID cards to assist in obtaining State rates for lodging when traveling on business.</p> <p>ECSB generally issues cards to CCR&amp;R staff in June, for the following SFY.<br/><b>E-mail</b> <a href="mailto:HHSCCUBSPayments@mt.gov">HHSCCUBSPayments@mt.gov</a></p>  |
| <b>Travel Policies &amp; Lodging Rates</b> | <p>When making room reservations, CCR&amp;R staff should confirm the business's willingness to offer the State rate to 'non-employee' travel ID holders. (Recently, one facility insisted on seeing a regular State employee ID card, complete with photo, before they would offer State rates.)</p> <p><b>The Department of Administration hosts a State employee travel policy web page, which lists lodging facilities offering state rates:</b><br/><a href="http://www.mt.gov.com/doa/travel/index.htm">http://www.mt.gov.com/doa/travel/index.htm</a></p>  |
| <b>Waiting List Policy Exceptions</b>      | <p>After case notes are complete, e-mail ECSB with the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Child's name</li> <li><input type="checkbox"/> County, where family lives</li> <li><input type="checkbox"/> Case &amp; case-event number (CS12345 CE99)</li> <li><input type="checkbox"/> Relevant Documentation (provider grant assessment, etc.)</li> </ul> <p><b>Child with Special Needs: E-mail request to ECSB Program Coordinator.</b><br/><b>Request for Policy Exception: E-mail request to ECSB CCR&amp;R &amp; Policy Program Specialist.</b></p> |

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